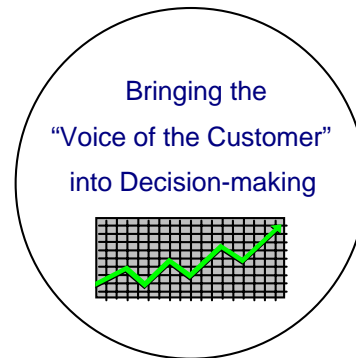


SURVEY OF VETERANS' SATISFACTION WITH THE VA VOCATIONAL REHABILITATION AND EMPLOYMENT PROGRAM

REHABILITATION PHASE

2001 Summary Report

**National and Service Delivery Network (SDN)
Results and Performance Trends**



**Surveys and Research Staff
Data Management Office
Veterans Benefits Administration
April 2002**

Table of Contents

ACKNOWLEDGEMENTS.....	i
EXECUTIVE SUMMARY.....	ii
INTRODUCTION/METHODOLOGY.....	1
RESPONDENT CHARACTERISTICS.....	2
SATISFACTION WITH REHABILITATION PHASE.....	3
OVERALL SATISFACTION WITH REHABILITATION.....	3
QUADRANT ANALYSIS FOR REHABILITATION.....	4
PREDICTORS OF SATISFACTION WITH REHABILITATION (Logistic Regression)....	8
INFLUENCES ON OVERALL SATISFACTION WITH REHABILITATION	10
EMPLOYMENT SERVICES DURING REHABILITATION PHASE.....	14
SERVICE DELIVERY NETWORK TRENDS.....	Appendix A
REHABILITATION QUESTIONNAIRE.....	Appendix B

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Executive Summary

- Nationally, 82.9 percent of all surveyed veterans were very or somewhat satisfied with the rehabilitation process. This *is a significant decline* from the previous year's performance of 85.3 percent.

- The following item was identified as an area of importance to satisfaction with rehabilitation on which VA is performing well (more than 75 percent of veterans indicated satisfaction):

Respondent is very or somewhat satisfied with rehabilitation goal.

- The following items were identified as areas of importance to satisfaction with rehabilitation on which VA could be performing better (less than 75 percent of veterans indicated satisfaction):

Counselor gives good information and advice.

Counselor has provided assistance according to respondent's individual needs.

Reasons for decisions counselor makes regarding respondent's particular program are clearly explained.

Counselor shows a genuine interest in respondent's progress.

Counselor is responsive to needs.

Specialist/counselor understands occupational/vocational goals.

Specialist/counselor helps respondent focus on employment goal.

Specialist/counselor is concerned about quality of job placement.

Very or somewhat easy to get information from VR&E program.

- These four areas were identified as having the greatest influence on whether or not a veteran will be satisfied with the rehabilitation process. VA should focus on improving and/or maintaining customer satisfaction in these areas in order to ensure veteran satisfaction with rehabilitation:

Respondent very or somewhat satisfied with rehabilitation goal selected.

Counselor is responsive to needs.

Counselor gives good information and advice.

Counselor fully addressed all questions, concerns or complaints.

Executive Summary

- VR&E's **performance did not increase significantly** on any customer service items relating to the rehabilitation process between 2000 and 2001.
- VR&E's **performance decreased** on these customer service items relating to the rehabilitation process between 2000 and 2001. A summary of 2000 and 2001 national performance on each of the items follows below

Question	2000	2001
Percent who felt it very or somewhat easy to obtain information from VR&E program	71.8	67.9
Percent who felt VR&E program treated them as an individual, not just a case to be managed	76.4	74.0
Percent who felt that the rehabilitation process reflected the courtesy, compassion and respect due to a U.S. veteran	80.2	77.9
Percent who were very or somewhat satisfied with rehabilitation phase of plan	85.3	82.9
Percent who would recommend VR&E program to other disabled veterans	96.9	95.5

Introduction and Methodology

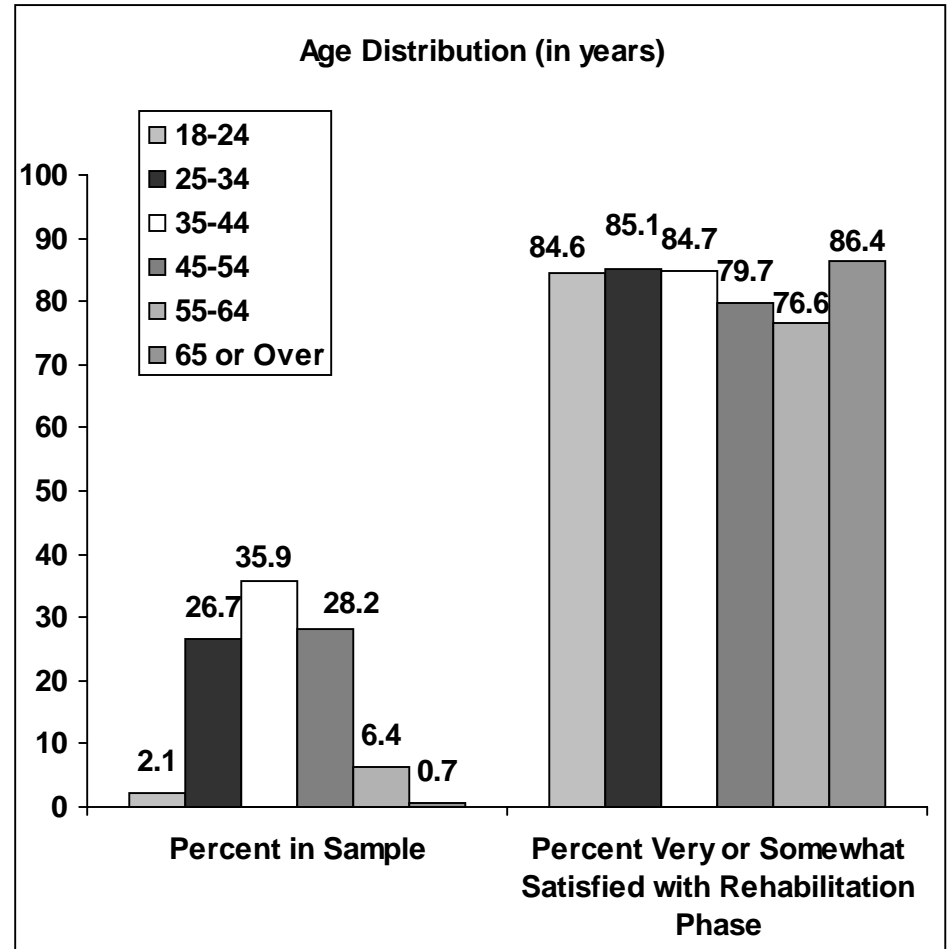
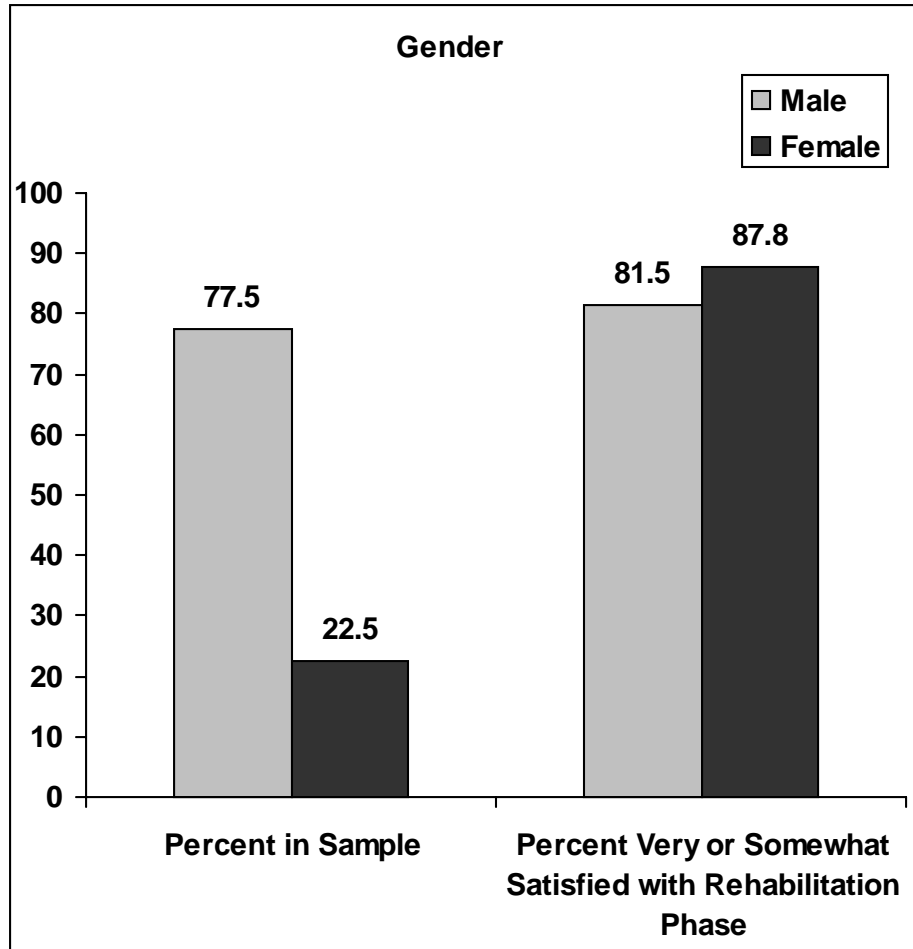
This document presents the results of the 2001 *Survey of Veterans' Satisfaction With the VA Vocational Rehabilitation and Employment Program, Rehabilitation Phase* for the nation and for each of the nine SDNs on selected survey questions. Data are given for 2001, 2000 and 1999; results for 2001 and 2000 were significance-tested at the national and SDN levels for performance differences between the two years.

The data in this report were collected from October of 2001 to January of 2002 using mailed questionnaires. The sample consisted of 6,425 persons, out of a total population of 34,838 persons who were in the rehabilitation phase for longer than four months or who had just completed the rehabilitation phase in the previous four months. This included those who interrupted or discontinued the program at any time between the period the sample was drawn and data collection was complete. The sample was drawn proportionate to the number of cases within each Regional Office (RO), but was not designed to yield data for any one RO, only for the nine SDNs, which comprise the national total. A total of 3,531 respondents completed the Rehabilitation Phase questionnaire for a response rate of 56.4 percent.

The questionnaire was designed by VBA and is based on information gathered from focus groups with veterans and front-line VR&E employees. It was then tested for clarity and relevance in cognitive interviews with veterans, and then pretested in the field from June to August 1999. Using the information from the pretest reports, the VBA Surveys and Research Staff and Caliber Associates modified the questionnaire. An additional section regarding employment services was added to the questionnaire for the 2001 survey administration. Other minor changes that have been made since the pretest are detailed in the national reports produced by Caliber Associates. The final Rehabilitation questionnaire is included in this report in Appendix B.

It should be noted that the quantitative data shown in this report represent valid measurements of various elements of customer satisfaction and, as such, are more reliable than qualitative sources of information such as comment cards or focus groups. Survey results provide data used to monitor VBA's performance against customer service standards, drive regional office improvement in customer service, and provide the customers' views of organizational performance as required by the Government Performance and Results Act. The data also provide much-needed customer measures for populating VBA's "balanced scorecard", evaluating VBA's ongoing business process reengineering (BPR), case management, Reader Focused Writing (RFW), and related initiatives.

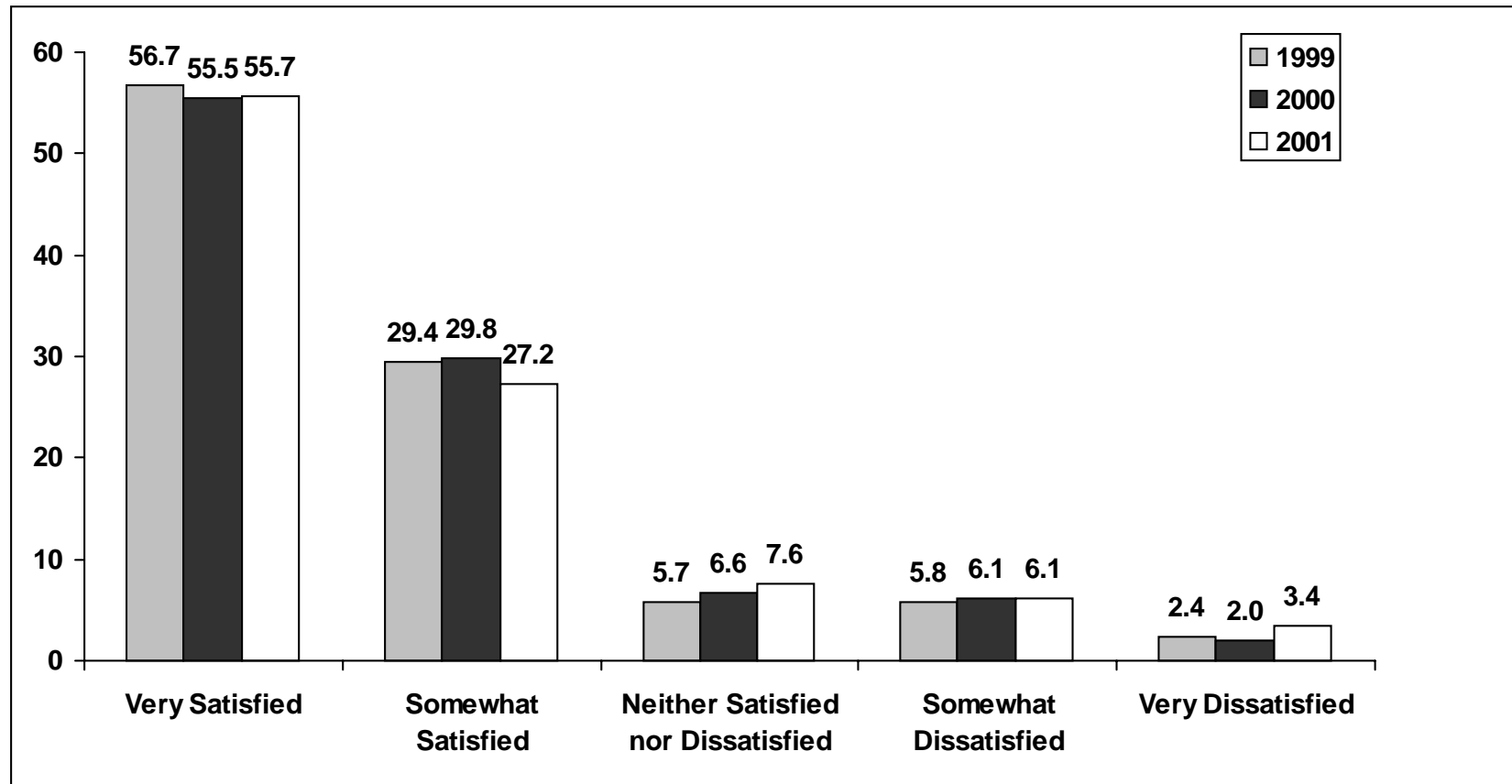
Respondent Characteristics by Satisfaction with Phase



- The majority of the respondents were male (77.5 percent), and the vast majority were between the ages of 25-54 (90.8 percent).
- Women seem to be more satisfied with the rehabilitation phase than men (87.8 percent vs. 81.5 percent).
- Respondents between the ages of 45 and 64 are the least satisfied among the different age groups, with 79.7 percent of those aged 45 to 54 and 76.6 percent of those age 55 to 64 being very or somewhat satisfied with the phase.

Satisfaction with Rehabilitation Phase

Overall Satisfaction with Rehabilitation Phase, 1999-2001



There was a significant decline in overall satisfaction with the rehabilitation phase from 2000 to 2001. The percent of those very or somewhat satisfied declined from 85.3 percent to 82.9 percent. Also, the percent of those very dissatisfied increased from 2.0 percent of respondents to 3.4 percent from 2000 to 2001.

Satisfaction with Rehabilitation Phase

Introduction to Quadrant Analysis

Quadrant analysis is a useful tool in determining which individual performance areas need improvement in order to raise the overall quality of service. The analysis involves determining the importance of individual performance areas (how meaningful an area is to the veteran) and VA's performance in each area. Generally, items with high importance but relatively low performance are those which deserve immediate attention.

Each of the variables represented in the Quadrant Analysis graph are plotted on the basis of:

- 1) **Importance:** a variable's correlation with the overall satisfaction with the particular phase
- 2) **Performance:** a variable's topbox percent (the percent of people who answered positively to the question).

Importance is measured by variable correlations with *overall satisfaction with the phase*. These correlations determine the degree to which variables are related to overall satisfaction. Zero indicates no correlation, and 1 indicates perfect correlation. The closer a variable's correlation (Importance) is to 1, the stronger that variable's relationship is with the overall satisfaction with the phase. *Variables that have stronger correlations are considered to have higher importance.*

Performance is measured by the percentage of respondents who responded positively to a performance item. Topbox percents represent how well VA is performing within a given area (for example, the percent who received all or most of the information they needed from their contact with the counselor). *The higher the percent, the better VA is performing.*

The quadrant analysis is divided into four quadrants (sections) based on the following combinations of the plotted location of a variable:

Quadrant I: Critical Improvement Areas (high importance, low performance)

Quadrant II: Maintain Relationship Building Variables (high importance, high performance)

Quadrant III: Lower Return on High Performance (low importance, high performance)

Quadrant IV: Lower Return on Investment (low importance, low performance)

The horizontal line in the plot represents importance and is placed at .50, which indicates relatively high correlation. The vertical line represents performance and is placed at 75.0 percent. The quadrant lines can be moved up or down, left or right, to include more or fewer items in each quadrant. The plotted numbers within each section of the graph correspond with the performance items listed below. These numbers also refer to the question numbers used in the questionnaire.

Satisfaction with Rehabilitation Phase

Items in Quadrant Analysis

Quadrant I contains nine (9) items on which VA is not performing as well as it could be, but which significantly impacts veterans' satisfaction with the rehabilitation phase.

- **Question 16** Counselor gives good information and advice.
- **Question 18** Counselor has provided assistance according to respondent's individual needs.
- **Question 19** Reasons for decisions counselor makes regarding respondent's particular program are clearly explained.
- **Question 21** Counselor shows a genuine interest in respondent's progress.
- **Question 23** Counselor is responsive to needs.
- **Question 41** Specialist/counselor understands occupational/vocational goals.
- **Question 42** Specialist/counselor helps respondent focus on employment goal.
- **Question 43** Specialist/counselor is concerned about quality of job placement.
- **Question 46** Very or somewhat easy to get information from VR&E program.

Quadrant II contains one (1) item on which VA is performing well and which are important to overall satisfaction. VA should maintain current practices and resources for these items so that performance does not decline and negatively affect satisfaction.

- **Question 2** Very or somewhat satisfied with rehabilitation goal.

Quadrant III contains ten (10) items on which VA is performing well but which, while important to overall satisfaction, do not have as great an impact as other items.

- **Question 6** Counselor completely or mostly explained all benefits and services available during rehabilitation program.
- **Question 12** Never had to borrow or pay unexpected out-of-pocket expenses in order to enroll or stay enrolled in training or education because VA did not provide payments on time.
- **Question 15** Respondent has clear understanding of respective responsibilities of himself and his counselor.
- **Question 17** Counselor is knowledgeable regarding VA's vocational rehabilitation program.
- **Question 27** Number and length of meetings with counselor adequate to meet respondent's needs.
- **Question 29** Location of meetings was very or somewhat convenient.
- **Question 30** Time scheduled for meetings was very or somewhat convenient.
- **Question 32** Counselor was very or somewhat responsive to respondent's primary method of contact.
- **Question 35** Respondent was able to access voice mail and have counselor return call.
- **Question 36** Counselor fully addresses all questions, concerns and complaints.

Satisfaction with Rehabilitation Phase

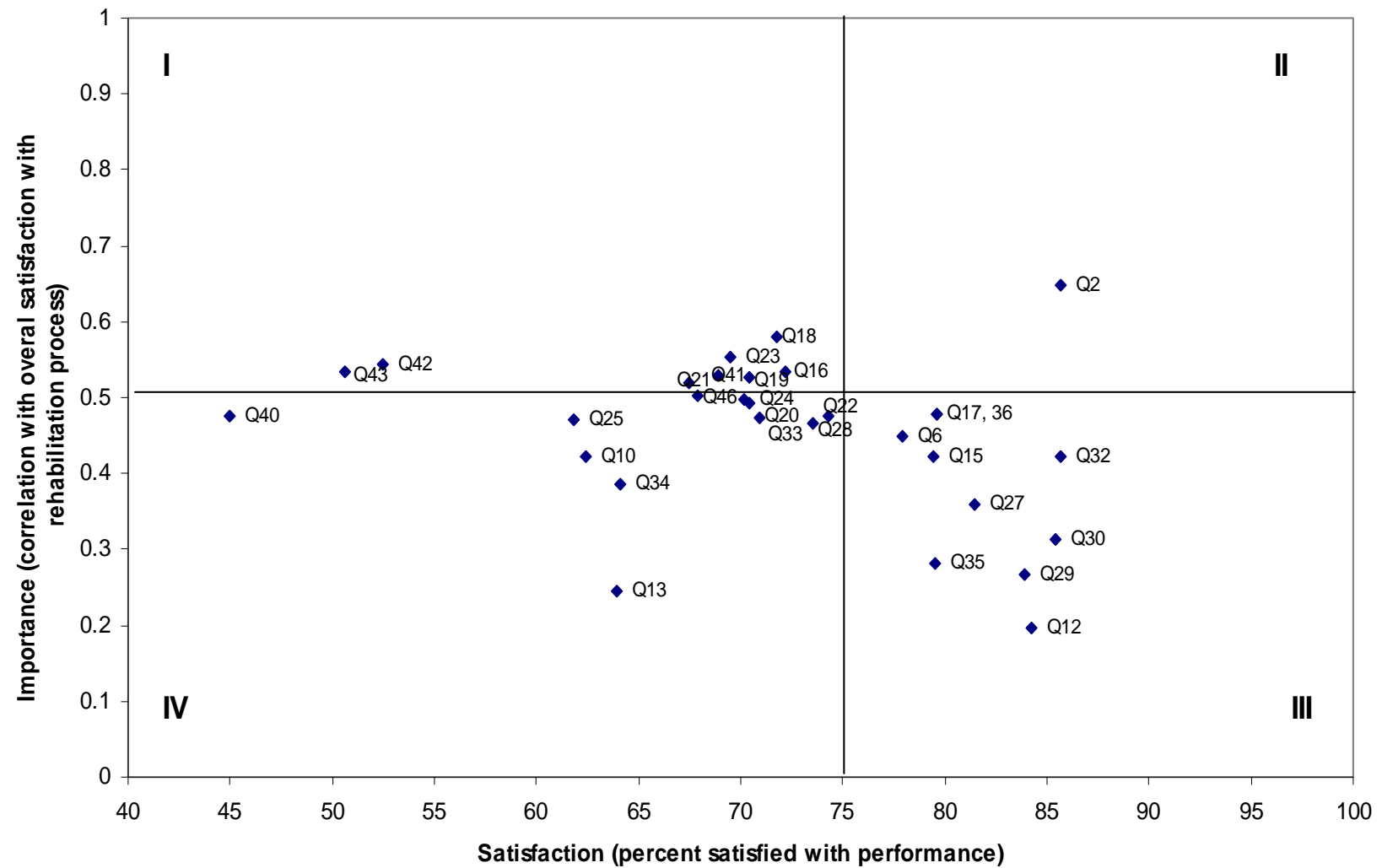
Items in Quadrant Analysis

Quadrant IV contains ten (10) items on which VA is not performing as well as it could, but which are also not considered to have as great an impact on overall satisfaction as other items. There is a lower return on investment in these items, but, given resources, improvement could be sought.

- **Question 10** Counselor gives good information and advice.
- **Question 13** Never had to borrow or pay unexpected out-of-pocket expenses in order to obtain needed supplies or benefits because VA did not provide them when needed.
- **Question 20** Counselor shows a caring and compassionate attitude.
- **Question 22** Counselor has a communication style that is easy to understand.
- **Question 24** Counselor listens to respondent's feelings and concerns.
- **Question 25** Counselor is available when needed.
- **Question 28** Got all or most of needed information from meetings with counselor.
- **Question 33** Got all or most of needed information from primary method of contact with counselor.
- **Question 34** Able to get needed information on first call or contact.
- **Question 40** Specialist/counselor is knowledgeable regarding employment markets.

Satisfaction with Rehabilitation Phase

Quadrant Analysis



Satisfaction with Rehabilitation Phase

Predictors of Satisfaction with Rehabilitation Phase (Logistic Regression)

Logistic regression is a statistical procedure used to predict the likelihood that an event will occur. The object is to use information from several predictor variables (or, independent variables) to determine which of those variables can correctly predict responses on a dependent variable, this means that by improving performance in certain individual service areas, there is a definite likelihood that we will increase a veteran's satisfaction with the overall process. The logistic regression model tells us which predictor variables relate with the dependent variable and which have the strongest influence.

The logistic regression model presented here used *satisfaction with the rehabilitation phase* as the dependent variable. The responses to this variable were dichotomized into either *satisfied* (responses of very or somewhat satisfied) and *not satisfied* (responses of neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied).

Four (4) independent variables were used in this model:

- 1) How satisfied are you with the rehabilitation goal you and your counselor selected?
- 2) Your counselor gives you good information and advice.
- 3) Your counselor is responsive to your needs.
- 4) Does your counselor fully address all your questions, concerns, or complaints?

Variables in the logistic regression summary table on the next page are presented with their respective **odds ratio statistics** and are **listed in order of predictive strength**. Odds ratios estimate how much more likely an individual is to end up in the group we are trying to predict (satisfaction) than in the other group (dissatisfaction). For example, veterans who felt their counselor gave them good information and advice were 2.2 times more likely to be satisfied than veterans who feel that their counselor did not give them good information and advice.

The logistic regression summary table also includes a **percent correctly classified as either satisfied or dissatisfied**. This percentage summarizes the "fit" between the actual and predicted classifications of satisfaction/dissatisfaction. The logistic regression procedure uses information from each of the predictor variables in a model and classifies individuals into one of the two target groups (satisfied or not satisfied). It then looks at how each individual was actually classified (how each respondent actually responded) and compares its prediction of a response with the actual response. The closer this percentage is to 100, the more accurate the model is in predicting satisfaction/dissatisfaction

Satisfaction with Rehabilitation Phase

Predictors of Satisfaction with Rehabilitation Phase (Logistic Regression)

Predictor Variable	Odds Ratio
Respondent very or somewhat satisfied with rehabilitation goal selected	9.92
Counselor is responsive to needs	3.39
Counselor gives good information and advice	2.19
Counselor fully addressed all questions, concerns or complaints	1.93

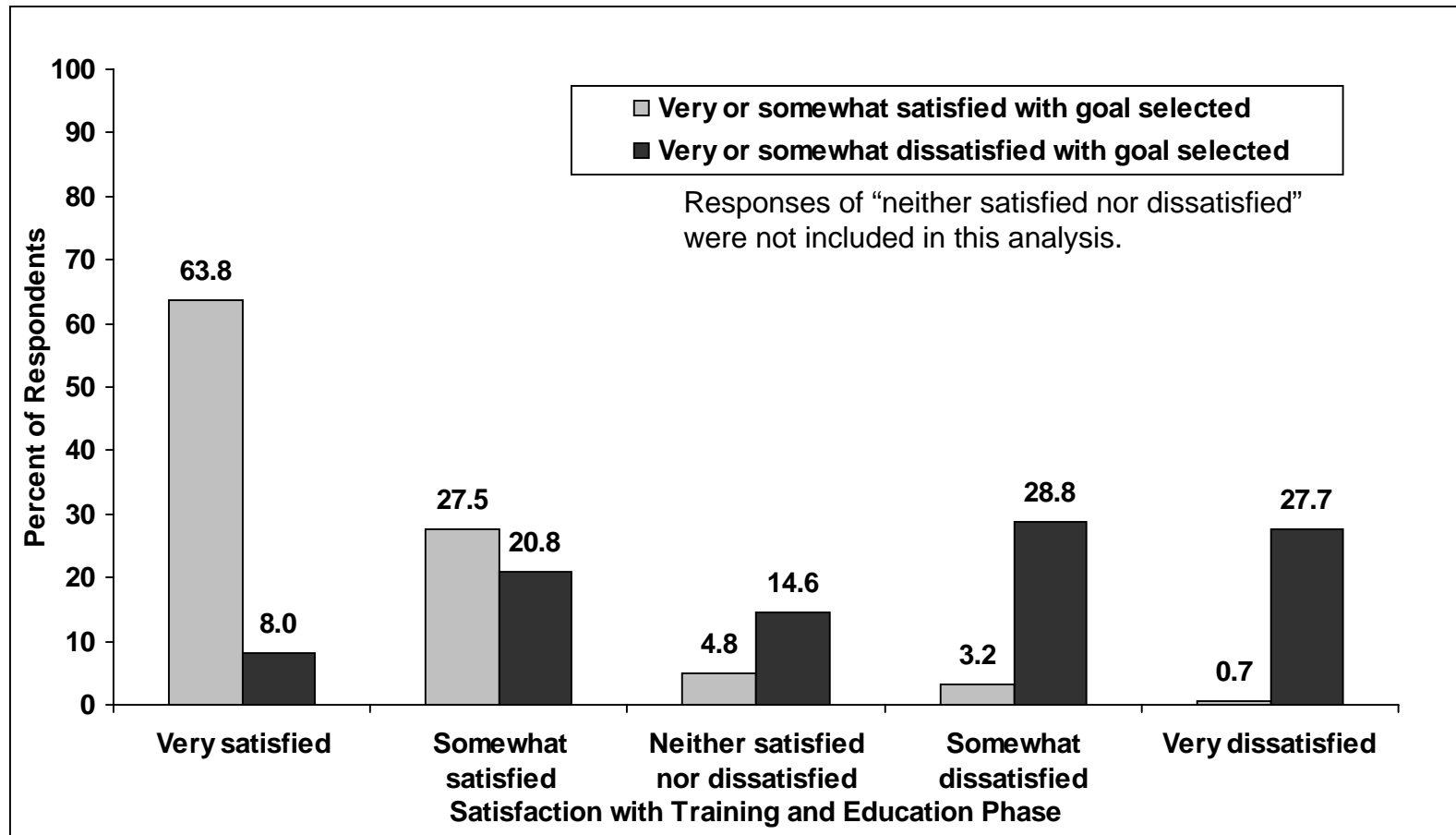
Percent correctly classified as either satisfied or dissatisfied: 89.0%

Number of cases included in this analysis: 2,962

- Considering the effects of all four predictor variables, **satisfaction with the rehabilitation goal** was the strongest predictor of satisfaction with the rehabilitation phase. Veterans who were very or somewhat satisfied with the rehabilitation goal selected were almost 10 times more likely to be satisfied with the rehabilitation phase than veterans who were not satisfied with their goal.
- Respondents who thought the counselor was responsive to their needs were over 3 times more likely to be satisfied with the rehabilitation phase than those who did not feel that the counselor was responsive to their needs.
- Respondents who thought their counselor gave them good information and advice were over 2 times more likely to be satisfied with their rehabilitation than those who did not feel they were given good advice.
- Veterans who had their questions fully addressed by their counselor were 2 times more likely to be satisfied with the rehabilitation phase than veterans who had questions that their counselor was not able to fully address.

Influences on Overall Satisfaction with Rehabilitation

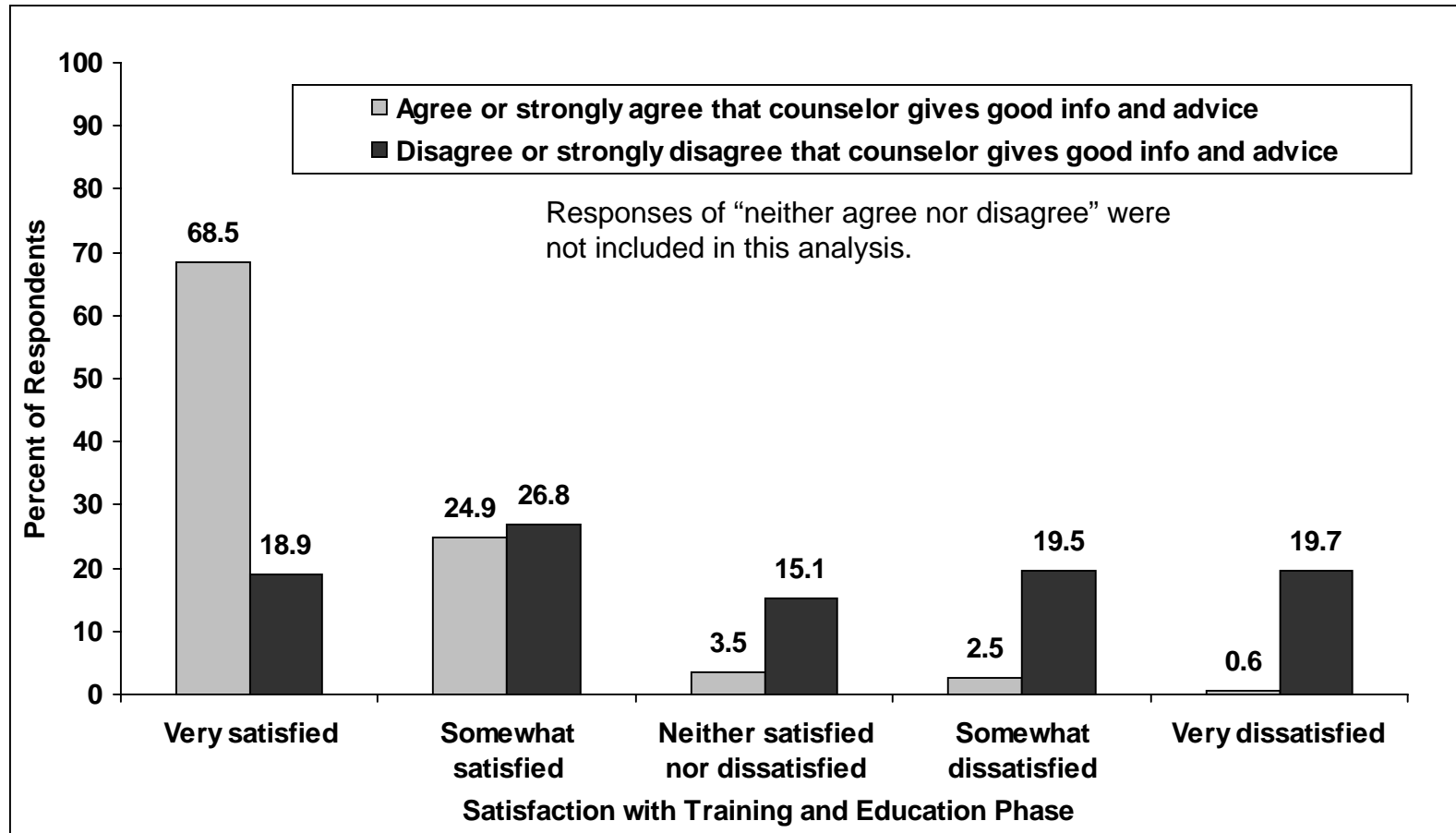
Overall Satisfaction with Training and Education Phase by Satisfaction with Rehabilitation Goal Respondent and Counselor Selected



Satisfaction with the rehabilitation goal selected has consistently been very important to overall satisfaction with the rehabilitation phase. Nine out of ten respondents (91.3 percent) who were very or somewhat satisfied with the rehabilitation goal selected were also very or somewhat satisfied with the rehabilitation phase vs. only 28.8 percent of those who were very or somewhat dissatisfied with the rehabilitation goal selected.

Influences on Overall Satisfaction with Rehabilitation

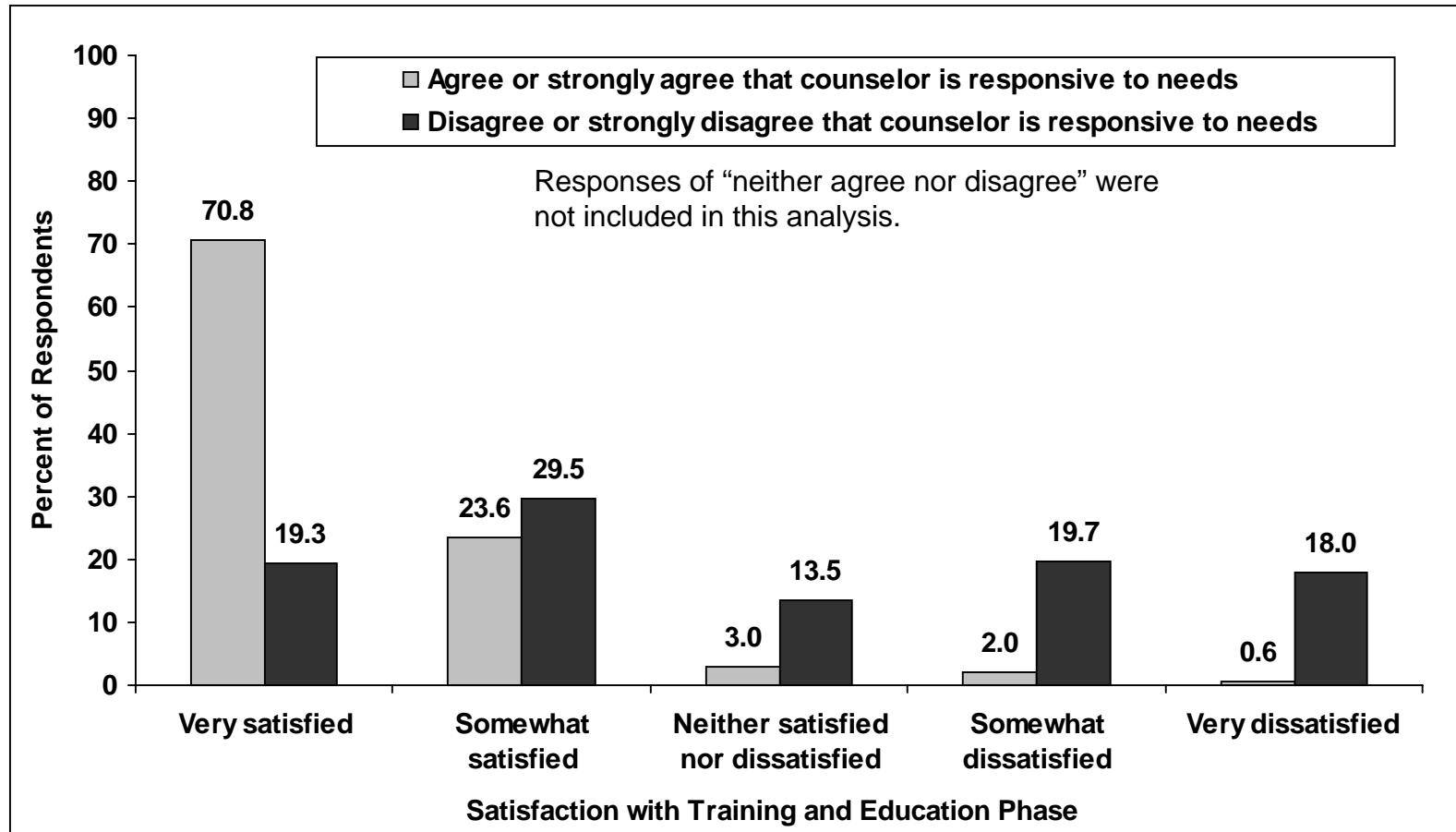
Overall Satisfaction with Training and Education Phase by Whether Respondents Agree that Counselor Gives Good Information and Advice



The vast majority (93.4 percent) of those respondents who thought their counselor gave them good information and advice were very or somewhat satisfied with their rehabilitation phase vs. under half (45.7 percent) of those who did not feel they received good information and advice.

Influences on Overall Satisfaction with Rehabilitation

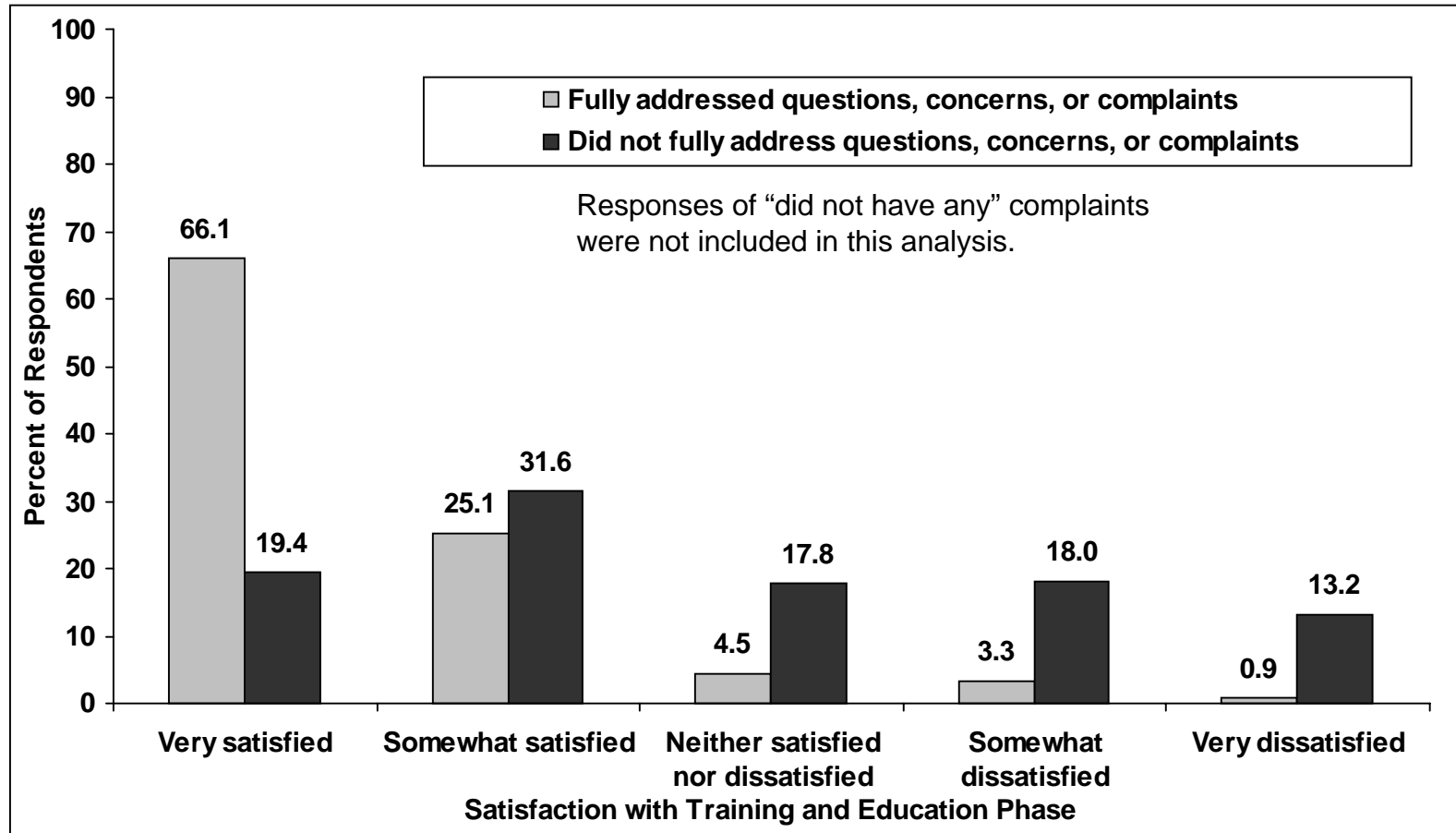
Overall Satisfaction with Training and Education Phase by Whether Respondents Agree that Counselor is Responsive to Their Needs



Over nine in ten (94.4 percent) of those who thought their counselor was responsive to their needs were very or somewhat satisfied with the rehabilitation phase, showing again the strong relationship between the counseling relationship and overall satisfaction with the phase.

Influences on Overall Satisfaction with Rehabilitation

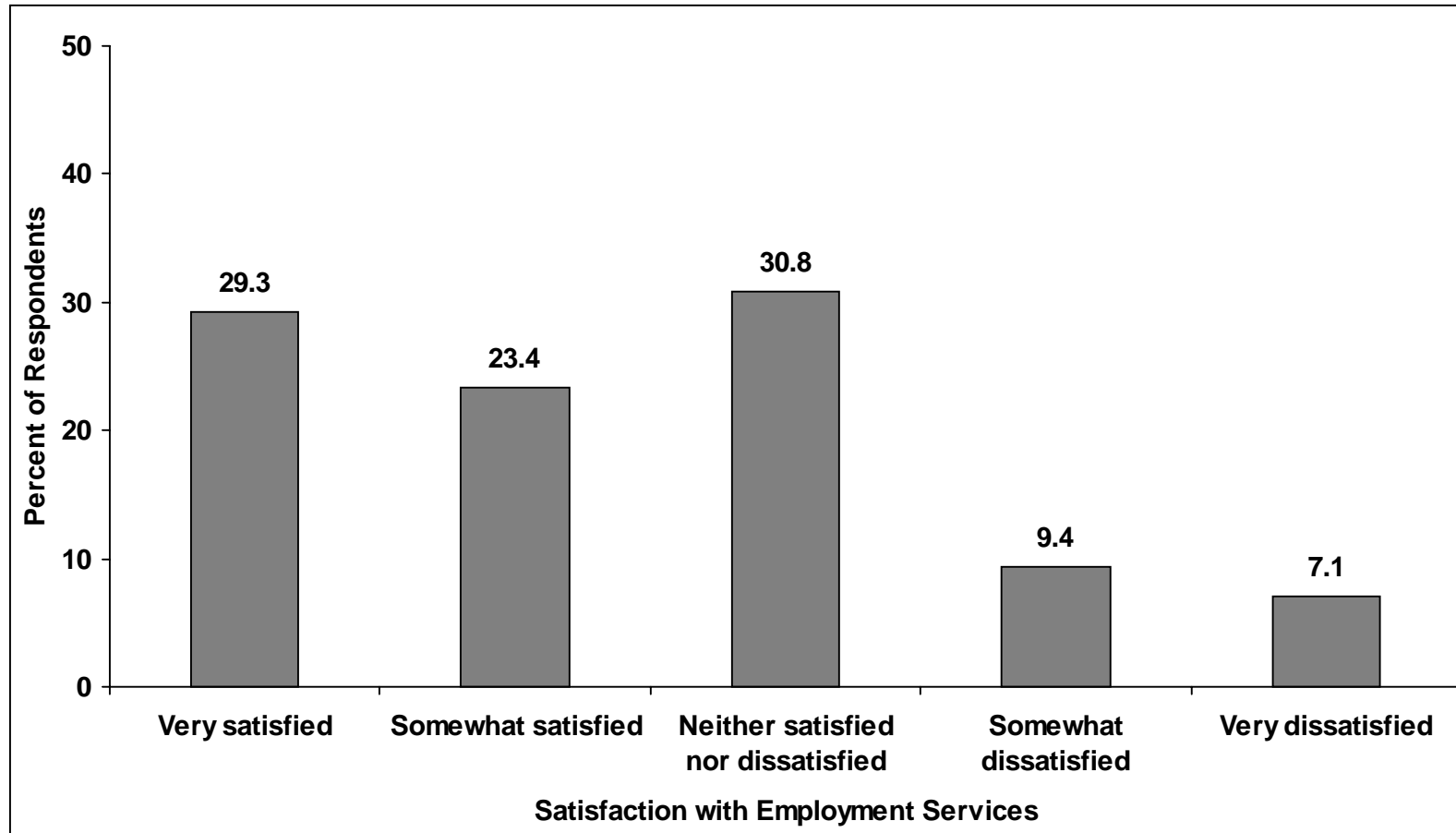
Overall Satisfaction with Training and Education Phase by Whether Counselor Fully Addressed all Questions, Concerns and Complaints



Finally, whether or not the counselor was able to fully address all of the respondent's questions, concerns, or complaints was very important to their overall satisfaction with the rehabilitation phase. Two-thirds of respondents who felt their questions were fully addressed were **very** satisfied with the rehabilitation phase, compared to only 19.4 percent of those who felt their concerns were not fully addressed.

Employment Services During Rehabilitation Phase

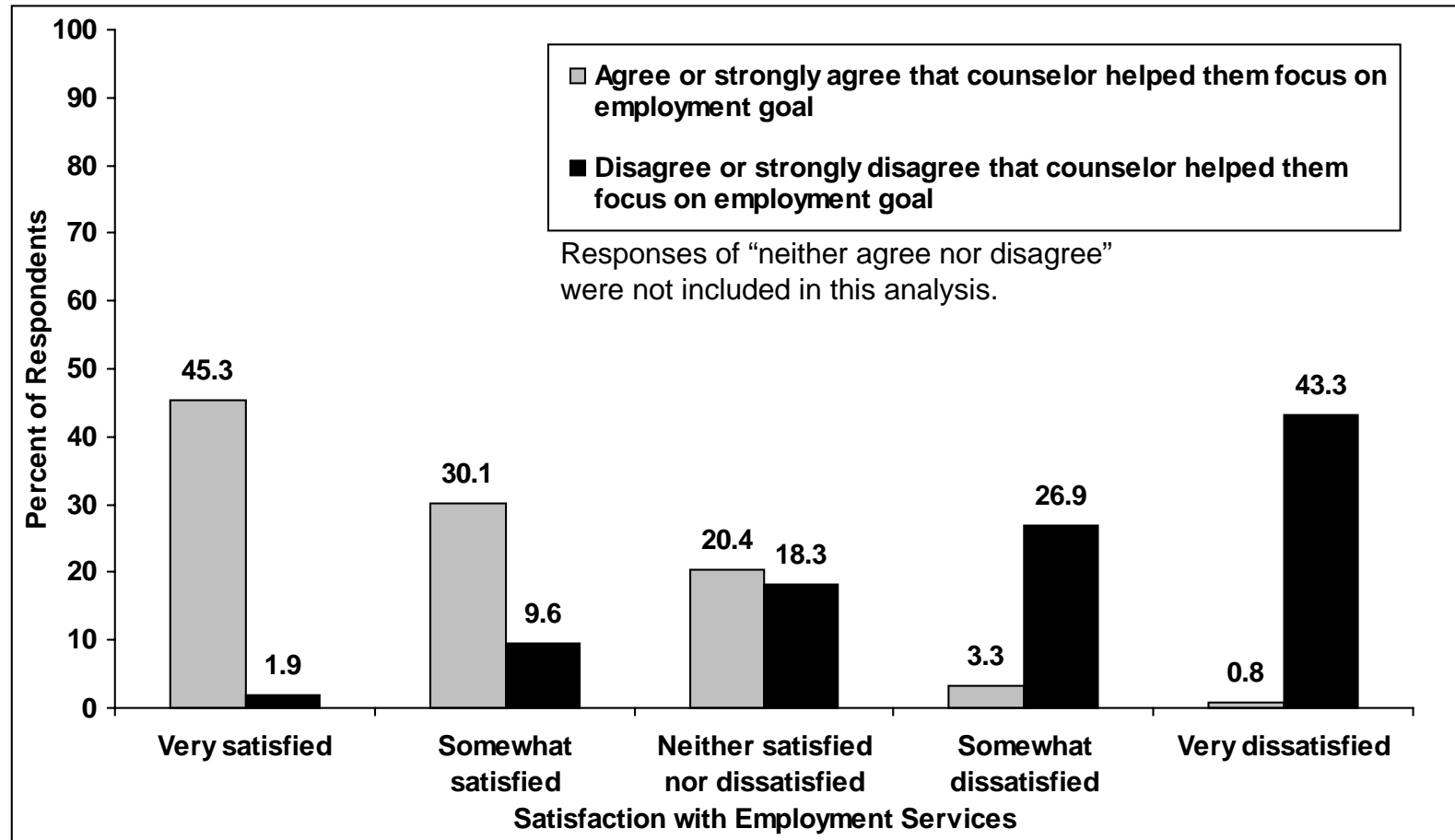
Overall Satisfaction with Employment Services (of those who have received Employment Services during Training and Education phase)



A new section was added to the Rehabilitation questionnaire this year to determine veterans' satisfaction with any employment services received as part of the training and education phase. Overall, of those who said they received employment services during this phase, 52.7 percent were very or somewhat satisfied with the services provided. A large percentage of respondents (30.8 percent) reported they were neither satisfied nor dissatisfied, which may indicate that they have not had enough experience with employment services during this phase to make a determination.

Employment Services During Rehabilitation Phase

Overall Satisfaction with Employment Services by Whether Specialist/Counselor Helped Respondent Focus on Employment Goal



Of those who received employment services during the rehabilitation phase, whether or not the counselor helped them focus on their employment goal had a significant impact on their overall satisfaction with the employment services received. Almost half (45.3 percent) of respondents who felt the counselor helped them focus on their employment goal were very satisfied with the employment services received, compared to only 1.9 percent of those who did not feel the counselor helped them focus on their goal.

Appendix A: National and SDN Performance Trends on Selected Issues

This Appendix provides national and SDN statistics on all of the questions relating to VR&E performance from the *Survey of Veterans Satisfaction with the VA Vocational Rehabilitation and Employment Program, Rehabilitation Phase*, for 1999, 2000 and 2001. National and SDN statistics in 2001 were compared with 2000 statistics to identify differences between the two years on key customer satisfaction issues. Significant differences between 2000 and 2001 performance are **bolded** and *italicized*. All other differences (those not bolded and italicized) are due to sampling variability and should not be interpreted as true differences.

NOTE: Answer choices of “don’t know”, “not applicable”, and other similar choices were not included in the calculations of these percentages.

<i>Performance Item by Year</i>	<i>NATION</i>	<i>SDN 1</i>	<i>SDN 2</i>	<i>SDN 3</i>	<i>SDN 4</i>	<i>SDN 5</i>	<i>SDN 6</i>	<i>SDN 7</i>	<i>SDN 8</i>	<i>SDN 9</i>
Q2 Very or somewhat satisfied with rehabilitation goal selected										
1999	86.1	88.5	87.2	83.5	89.9	87.5	88.0	87.1	82.3	81.9
2000	86.7	89.9	86.5	84.5	88.3	85.5	87.3	86.4	85.0	87.5
2001	85.7	89.5	81.8	84.0	86.2	86.7	85.2	90.3	84.9	83.2
Q6 Counselor completely or mostly explained benefits and services available during rehabilitation program										
1999	77.7	81.4	80.7	73.2	79.1	81.4	80.1	81.0	69.4	74.4
2000	78.3	85.9	78.8	75.3	80.2	76.7	78.1	78.8	71.9	81.5
2001	77.9	85.0	80.2	73.8	77.1	77.2	80.1	79.5	75.9	73.6
Q10 Had no difficulty obtaining rehabilitation benefits										
1999	63.1	65.2	66.7	58.1	67.8	60.9	69.1	65.2	58.8	55.9
2000	62.8	67.2	65.3	60.3	67.9	57.0	65.0	65.6	57.8	58.6
2001	62.4	65.7	65.0	53.3	60.9	59.3	67.2	73.5	60.9	54.2
Q12 Never had to borrow or pay out-of-pocket expenses in order to enroll or stay enrolled in training or education because VA did not provide payments on time										
1999	86.0	82.4	87.2	88.2	90.2	84.1	87.3	87.5	83.9	81.5
2000	85.1	84.8	82.4	86.0	89.1	86.7	85.0	86.2	84.8	80.1
2001	84.2	83.8	85.2	87.5	85.6	82.0	84.7	85.6	84.6	77.6
Q13 Never had to borrow or pay out-of-pocket expenses in order to obtain needed supplies or benefits because VA did not provide them when needed										
1999	62.4	63.9	62.4	59.7	69.9	59.7	66.1	64.0	55.7	59.6
2000	63.1	67.0	64.8	60.6	67.6	63.6	58.8	66.1	61.6	58.2
2001	63.9	64.6	64.5	58.8	66.1	60.3	69.3	69.6	66.3	53.6
Q15 Respondent has clear understanding of respective responsibilities of themselves and their counselor										
1999	78.8	80.7	81.9	74.9	78.7	80.9	81.6	81.8	74.1	75.1
2000	78.8	85.1	82.0	78.8	81.8	77.9	75.9	78.1	71.6	80.0
2001	79.4	85.1	82.0	73.5	78.7	81.4	79.8	84.1	77.6	71.6
Q16 Respondent strongly agrees or agrees that counselor gives them good information and advice										
1999	72.7	72.5	75.9	69.3	73.9	74.0	77.6	75.4	66.2	69.1
2000	72.1	79.5	75.8	69.1	75.5	68.3	74.6	70.6	65.2	72.2
2001	72.2	77.2	76.4	66.4	70.9	70.5	71.8	75.1	74.2	67.1

<i>Performance Item by Year</i>	<i>NATION</i>	<i>SDN 1</i>	<i>SDN 2</i>	<i>SDN 3</i>	<i>SDN 4</i>	<i>SDN 5</i>	<i>SDN 6</i>	<i>SDN 7</i>	<i>SDN 8</i>	<i>SDN 9</i>
Q17 Respondent strongly agrees or agrees that counselor is knowledgeable regarding VA's voc rehab program										
1999	80.6	81.8	83.1	74.2	81.7	84.3	84.8	83.2	75.7	76.9
2000	79.7	88.5	84.2	73.7	81.1	77.7	81.5	79.1	75.7	78.2
2001	79.6	84.7	83.0	72.3	78.2	79.3	81.6	84.4	78.2	74.9
Q18 Respondent strongly agrees or agrees that counselor provided assistance according to individual needs										
1999	71.8	74.1	73.8	68.4	73.0	75.3	74.9	74.2	66.3	67.6
2000	72.4	81.9	77.1	69.8	72.3	69.6	71.9	71.4	68.7	71.4
2001	71.8	81.6	72.4	64.7	67.9	74.7	69.5	74.2	75.8	66.0
Q19 Respondent strongly agrees or agrees that counselor clearly explains all decisions made regarding program										
1999	71.2	74.7	75.2	65.7	75.9	73.5	74.1	70.1	64.2	68.4
2000	69.3	79.8	75.2	67.7	70.3	65.8	66.8	68.4	65.5	66.8
2001	70.4	76.3	75.0	65.0	68.0	70.8	68.5	73.9	70.3	65.9
Q20 Respondent strongly agrees or agrees that counselor shows caring and compassionate attitude										
1999	70.9	72.7	74.7	64.7	71.3	71.8	77.6	70.4	68.3	67.2
2000	70.7	80.6	77.1	68.1	70.3	69.5	68.8	69.2	65.0	71.1
2001	70.4	76.1	74.4	69.4	65.3	68.4	72.1	71.0	73.9	63.9
Q21 Respondent strongly agrees or agrees counselor shows genuine interest in their progress										
1999	69.4	70.4	73.2	63.0	69.9	70.5	77.9	67.2	66.8	66.2
2000	68.3	76.9	77.1	64.3	67.3	65.6	67.5	65.9	65.1	67.0
2001	67.5	76.3	69.7	65.4	63.2	66.3	67.9	69.7	70.8	59.1
Q22 Respondent strongly agrees or agrees counselor has communication style that is easy to understand										
1999	76.7	77.6	79.6	71.5	78.0	78.2	82.7	75.7	71.8	75.4
2000	75.4	82.9	80.5	73.2	76.5	73.2	76.6	73.7	69.3	74.6
2001	74.3	78.2	81.3	69.1	71.6	72.6	74.0	76.7	76.4	68.7
Q23 Respondent strongly agrees or agrees that counselor is responsive to their needs										
1999	70.4	71.6	72.3	66.9	70.3	74.9	75.0	70.5	66.4	66.6
2000	70.0	78.9	75.3	65.0	70.0	66.1	70.4	70.5	66.3	69.2
2001	69.5	76.9	72.0	62.8	67.0	71.1	67.9	72.7	72.6	62.5
Q24 Respondent strongly agrees or agrees that counselor listens to their feelings and concerns										
1999	71.6	71.2	73.6	68.4	72.7	75.2	76.1	71.7	69.2	66.7
2000	70.3	77.2	75.2	68.5	71.0	67.8	70.7	68.9	65.2	69.7
2001	70.2	76.7	75.5	64.9	66.3	68.9	72.9	70.9	72.5	64.5

<i>Performance Item by Year</i>	<i>NATION</i>	<i>SDN 1</i>	<i>SDN 2</i>	<i>SDN 3</i>	<i>SDN 4</i>	<i>SDN 5</i>	<i>SDN 6</i>	<i>SDN 7</i>	<i>SDN 8</i>	<i>SDN 9</i>
Q25 Respondent strongly agrees or agrees that counselor is available when needed										
1999	62.9	62.7	65.9	61.2	65.9	61.5	65.2	62.6	58.0	62.7
2000	60.7	65.5	67.2	59.4	65.7	55.2	59.8	59.6	52.9	61.8
2001	61.8	64.7	66.5	57.8	60.9	61.1	61.3	61.7	63.1	58.8
Q27 Number and length of in-person meetings with counselor is adequate to meet counseling needs										
1999	82.6	79.4	86.3	81.3	83.4	82.6	83.9	84.2	79.4	82.1
2000	82.5	88.1	85.2	82.7	83.2	76.3	82.4	83.3	81.3	81.6
2001	81.5	86.0	84.2	76.2	80.1	80.3	82.2	83.5	80.9	80.9
Q28 Respondent got all or most of needed information from meetings										
1999	72.9	74.8	75.9	70.3	72.8	75.7	76.6	74.8	66.4	69.9
2000	72.0	81.2	75.5	70.0	70.3	66.6	72.4	76.0	67.0	72.2
2001	73.5	79.4	80.4	66.8	67.8	72.1	79.0	74.4	73.4	70.8
Q29 Location of meetings was very or somewhat convenient										
1999	84.8	81.4	84.3	81.3	86.9	84.3	87.1	79.9	88.8	86.5
2000	83.7	83.1	87.8	81.1	85.8	79.3	88.1	81.0	83.3	82.6
2001	83.9	77.9	91.6	85.7	81.2	82.4	78.0	85.2	89.1	80.2
Q30 Time for meetings was very or somewhat convenient										
1999	83.5	82.4	84.6	77.7	83.7	85.9	84.0	80.6	86.0	85.7
2000	83.6	86.5	85.5	81.7	84.8	80.2	81.5	84.5	82.7	85.4
2001	85.4	86.3	88.0	81.1	78.9	86.1	88.0	85.7	90.5	83.4
Q32 Counselor was very or somewhat responsive to respondent's primary method of conduct										
1999	86.9	88.1	90.6	85.3	87.7	89.5	89.3	85.1	82.4	84.9
2000	85.4	90.4	85.6	85.9	91.0	84.6	85.6	82.5	78.5	86.4
2001	85.7	88.9	88.7	83.2	87.9	82.2	85.2	86.8	86.6	81.0
Q33 Respondent got all or most of needed information from primary method of contact										
1999	72.4	73.9	75.1	68.4	74.8	74.5	77.3	70.9	65.9	71.5
2000	69.7	76.5	71.6	69.6	70.3	68.8	71.5	69.4	62.9	69.2
2001	70.9	76.4	76.0	67.7	66.2	71.3	68.9	72.7	73.1	66.3
Q34 Respondent able to get needed information on first call or contact										
1999	67.3	64.1	71.1	63.7	73.1	66.1	68.1	67.0	64.2	67.5
2000	65.3	68.9	66.0	65.3	70.5	61.6	64.9	67.4	62.1	61.0
2001	64.1	64.9	67.3	60.0	63.9	61.2	64.8	63.8	67.0	63.6
Q35 Respondent able to access counselor's voice mail and have call returned										
1999	80.2	82.9	85.3	77.4	75.9	80.1	82.0	73.8	83.5	80.4
2000	79.1	87.3	79.6	79.3	79.9	73.1	77.0	73.8	81.0	83.4
2001	79.5	87.4	85.0	74.2	78.6	74.9	77.1	77.0	84.8	75.6

<i>Performance Item by Year</i>	<i>NATION</i>	<i>SDN 1</i>	<i>SDN 2</i>	<i>SDN 3</i>	<i>SDN 4</i>	<i>SDN 5</i>	<i>SDN 6</i>	<i>SDN 7</i>	<i>SDN 8</i>	<i>SDN 9</i>
Q36 Counselor fully addresses all questions, concerns and complaints										
1999	81.1	81.6	83.2	75.5	83.7	84.6	86.2	81.2	76.6	77.7
2000	79.4	85.9	82.4	79.6	81.2	75.5	78.9	78.3	76.6	78.1
2001	79.6	84.6	82.0	72.4	76.4	78.2	75.4	83.6	85.1	78.2
Q40 Specialist/counselor is knowledgeable regarding employment markets										
1999										
2000										
2001	45.0	53.1	47.0	41.0	42.9	45.1	49.0	46.9	41.2	40.3
Q41 Specialist/counselor understands your occupational/vocational goals										
1999										
2000										
2001	68.9	74.5	71.3	66.6	67.9	68.0	71.0	69.2	68.0	64.6
Q42 Specialist/counselor helps you focus on employment goals										
1999	54.5	54.7	57.7	51.0	56.0	53.6	62.0	52.6	51.1	51.3
2000	54.6	61.9	61.5	54.0	54.5	49.0	54.8	54.6	48.5	53.4
2001	52.5	60.0	54.9	49.0	51.1	50.3	55.3	50.4	53.2	49.8
Q43 Specialist/counselor is concerned about quality of your job placement										
1999										
2000										
2001	50.6	57.6	53.5	47.0	50.8	47.1	51.4	50.4	53.5	44.9
Q44 Very or somewhat satisfied with employment services received during the program (of those who received services)										
1999										
2000										
2001	52.7	46.8	51.9	43.6	52.7	52.3	55.5	55.7	59.7	52.8
Q46 Very or somewhat easy to obtain information from VR&E program										
1999	72.7	73.3	75.1	68.4	75.8	74.4	77.1	74.2	64.9	71.6
2000	71.8	81.4	76.6	69.0	73.8	68.2	68.8	72.2	66.8	71.7
2001	67.9	76.2	71.1	64.0	66.0	66.7	69.8	69.8	67.4	61.2

<i>Performance Item by Year</i>	<i>NATION</i>	<i>SDN 1</i>	<i>SDN 2</i>	<i>SDN 3</i>	<i>SDN 4</i>	<i>SDN 5</i>	<i>SDN 6</i>	<i>SDN 7</i>	<i>SDN 8</i>	<i>SDN 9</i>
Q52 Respondent feels that VA VR&E program has treated them as an individual, not just a case to be managed										
1999	75.0	77.1	78.3	68.1	75.7	76.2	82.3	77.3	67.4	73.3
2000	76.4	84.9	79.8	74.6	77.1	74.2	77.5	75.4	69.7	76.8
2001	74.0	79.8	78.4	68.4	70.0	73.6	76.4	75.9	77.0	66.9
Q53 Rehabilitation process reflected courtesy, compassion and respect due a veteran of the United States										
1999	79.8	81.5	82.4	74.3	81.1	82.4	83.2	81.5	73.3	79.2
2000	80.2	89.1	81.1	80.4	81.5	77.8	80.0	78.2	76.6	79.6
2001	77.9	83.7	79.7	75.0	75.8	75.8	78.7	78.4	80.6	74.3
Q54 Respondent feels program is much better or better than expected										
1999	60.7	62.2	64.9	53.2	63.4	56.3	66.6	62.3	56.4	60.0
2000	60.9	68.7	64.0	56.5	61.1	58.9	62.3	61.4	56.7	61.0
2001	59.1	64.5	63.5	52.2	59.0	58.0	58.8	62.2	59.8	53.5
Q55 Respondents feel program has met their training or educational needs much better or better than expected										
1999	60.4	61.7	61.8	57.5	61.2	58.8	67.7	59.2	57.8	57.8
2000	60.8	67.9	65.1	56.9	60.3	59.1	62.0	60.3	57.9	60.0
2001	59.7	65.9	62.2	56.5	59.7	58.5	61.7	61.7	59.5	51.8
Q60 Respondent is very or somewhat satisfied with training and education phase of their plan										
1999	86.1	86.8	86.0	83.4	88.4	86.9	89.2	87.6	83.1	83.3
2000	85.3	89.4	85.3	84.9	84.1	85.6	87.1	85.4	83.0	83.8
2001	82.9	86.6	81.0	83.3	84.3	85.5	78.2	86.9	83.7	75.4
Q61 Respondent would recommend the program to other disabled veterans										
1999	96.3	97.8	97.2	96.0	97.9	96.8	96.8	97.4	93.4	94.0
2000	96.9	98.0	97.9	96.7	95.6	97.7	97.3	96.9	96.3	96.1
2001	95.5	97.3	95.1	96.1	94.7	96.4	93.3	96.7	95.9	93.8

Appendix B: VR&E Rehabilitation Questionnaire
